

GUEST SERVICES DIRECTORY

OAKS MELBOURNE ON WILLIAM SUITES



WELCOME *home*

RECEPTION – DIAL '9'

Welcome to Oaks Melbourne on William Suites. Our friendly reception team is here to make your stay memorable. We trust that your stay with us will be enjoyable.

HOTEL SERVICES

ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS on arrival. Company charges or cheque payments will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Diners Club, Master Card, VISA and China Union Pay. We also have EFTPOS available, however we do not offer a 'cash out' facility. Please note, all credit card payments incur a service fee of 1.5% and booking extensions are only confirmed once payment is made at reception.

AIRPORT

Melbourne Tullamarine Airport is located 22km from the hotel (approximately 20 minutes drive in no traffic). Taxis and bus transfer services can be arranged on request by reception.

CAR PARKING

Limited onsite car parking accessed via Singers Lane is available for guests and must be pre-booked as there are limited spaces. Car parking is subject to availability. Please obtain a parking slip from reception at time of booking to display on the dash board of your vehicle whilst parked. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. Alternate parking is available at Secure Park on La Trobe Street. Please see reception regarding location, charges and to obtain the necessary pin number for access.

CHECK-OUT

Check-out is 10am on the day of departure. If you wish to extend your check-out time please contact reception. Late check-outs are subject to availability and fees may apply. Any charges that are not settled upon check-out will be automatically charged to your credit card on file.

EMAIL / PRINTING

Documents that require printing can be sent to our email address fowilliam@theoaksgroup.com.au and collected from reception (USBs not accepted). Please ensure you place your surname and room number in the subject field. Charges may apply.

GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor (southern side) should you need to dispose of any rubbish during your stay. Cardboard boxes must be broken up prior to disposal.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for three months and can be posted back at the guest's expense.

PETS

With the exception of assistance dogs, guests of Oaks Hotels, Resorts & Suites are not permitted to bring any animals into the building.

PUBLIC TRANSPORT & INFORMATION

Please contact reception for timetables and directions to the nearest public transport service or any local information, car hire or maps of the area.

Please note: all trams within the Free Tram CBD zone are free but outside that zone charges apply and you would require a MyKi card. These can be purchased from any 7-Eleven store or at Flagstaff Train Station across the road.

RECREATIONAL FACILITIES

The gym is available for use from 6am to 10pm daily and located on Level 3a. Strictly no glass is to be taken into this area. Children under 13 years of age must be accompanied by an adult and supervised at all times.

TAXIS

Please contact our friendly reception staff to organise your taxi booking.

TOUR DESK

Our team can assist you with booking tours and attractions around the area. Please come down to reception for a full list of companies and recommendations.

ROOM FEATURES

AIR CONDITIONING

All rooms are fitted with individual controlled air conditioning systems which can be adjusted by using the remote control. Should you require assistance please contact reception. Please note the temperature should be no lower than 23 degrees and windows and doors should remain closed during operation. Ensure the correct mode is selected as pictured below.



Cool Mode



HEAT Mode

BALCONY

Please do not hang towels, clothing or other items over balcony railings. Please do not throw rubbish or other items over the balcony.

BREAKAGES & DAMAGES

All rooms are fully equipped with a standard inventory. Please report any breakages, missing items or damaged property to reception. Guests are responsible for the cost of replacement or repair to any damaged items.

CLEANING / HOUSEKEEPING

Please be aware that daily cleaning services may not be included in your booking. Please contact reception if you would like to arrange this service for an extra fee.

Daily Service includes: rubbish removal, placing dishes in the dishwasher, wiping over kitchen, replacing towelling and cleaning the bathroom, making the beds with existing linen.

Full Service (once per week) includes: as above plus a linen change, full vacuum and cleaning of the room. Please note beds with personal items on them will not be made.

DO NOT DISTURB

Please place your 'Do Not Disturb' sign on the outside of your room door to ensure your privacy is upheld. Please note your room will not be serviced with this sign in place. Should you remove this sign during the day and wish for your room to be serviced, please contact reception.

ELECTRICITY

The power points in your room operate on 240volts (AC 50 cycles). Please note: most rooms are fitted with power saver devices. To ensure power is available to all points please ensure you have inserted your room key swipe in the power saver slot located next to the front door handle.

INTERNET / WI-FI

Internet access is complimentary for all guests of Oaks Melbourne on William Suites.

To connect: turn on Wi-Fi on your device and select the option "Oaks Public Wireless". Open your internet browser, select 'In House Guests' enter in your room number and the surname listed on the reservation. Should you experience any issues please call reception.

KEYS

Please keep your room keys and access cards with you always. For security purposes please ensure you lock all doors and windows when leaving your room. Lost or unreturned keys will attract a fee of \$10 each. For security reasons the front doors to the lobby entrance are locked between 10pm and 6am daily. To enter during these hours please use your access card. Please note: most rooms are fitted with power saver devices. To ensure power is available to all points please ensure you have inserted your room key swipe in the power saver slot located next to the front door handle.

KITCHEN FACILITIES

Oven: To turn on your oven, you must first switch the power on. The power switch is located above the kitchen bench.
Dishwasher: Upon completion of a washing cycle, the dishwasher will make a beeping sound. Press the power button on the dishwasher to switch this off.

LAUNDRY

For your convenience there is a laundry located on Level 3a containing clothes washers and dryers. Each cycle is \$4 and coin change can be provided at reception (only \$2 and \$1 coins accepted). Laundry powder can be purchased in the laundry for \$2 per box. Alternatively, reception can provide sachets for \$1 each suitable for one standard wash.

Valet Dry Cleaning and laundry services are available. Please see reception for a bag and order form. Please complete the form and place in bag prior to dropping off at reception. Should you drop your items prior to 9am on weekdays then it will be returned to reception after 6pm the same day. Overnight and weekend services are also available, please refer to order form for further information and pricing.

MAINTENANCE

Maintenance is generally onsite in business hours during the week. Should you have anything to report, please contact reception as soon as possible.

SMOKING

All rooms and common areas are NON SMOKING. Additional cleaning charges will apply for evidence of smoking within the rooms and littering. Should you smoke on the balcony of your room please ensure the door to the balcony is completely closed.

TELEPHONE SERVICES

Each room is fitted with a direct dial telephone. All external calls are automatically recorded on our Call Accounting System. For external calls please dial '0' first followed by the phone number.

Telephone calls are charged at the following rate:

Local: \$0.80 for unlimited talk time (metropolitan area only)
STD: \$1.50 for connection and \$0.80 per pulse thereafter (within Australia)
ISD: \$2.50 for connection and \$0.80 per pulse thereafter (International calls)
Mobiles: \$1.50 for connection and \$0.80 per pulse thereafter (within Australia)

TELEVISION CHANNELS

Local Free to Air and Foxtel channels are available on your television and are free of charge to view.

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE **DIAL 0, 000**

RECEPTION (24 HOURS) **DIAL 9**

A fire evacuation plan is located on the back of your room door, please ensure you have familiarised yourself with the nearest fire exit.

IN CASE OF FIRE – DO NOT USE LIFTS.

This property is fitted with an advanced fire protection system. In case of fire, please follow the procedures outlined below:

1. If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit. Do not run. Do not use the elevators.
2. Do not telephone reception as we may require the phone lines for emergency calls.
3. Assemble at the meeting point located on the evacuation plan located on the front door of your room.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.